

## What is MyTrips?

MyTrips is a tool provided to UQ by [International SOS](#) that allows travellers to record their trip details prior to travelling and whilst travelling. By recording your trip you will receive travel alerts before and during travel. It also enables International SOS and UQ to contact you during an incident or emergency while you are travelling.

Your travel details will be **automatically** entered and available in MyTrips by:

- Booking your travel with [UQ Preferred Travel Agent](#) – FCM Travel Solutions (UQ staff travel)
- Arranging your travel with the [UQ Online Booking Tool](#) (UQ staff travel)

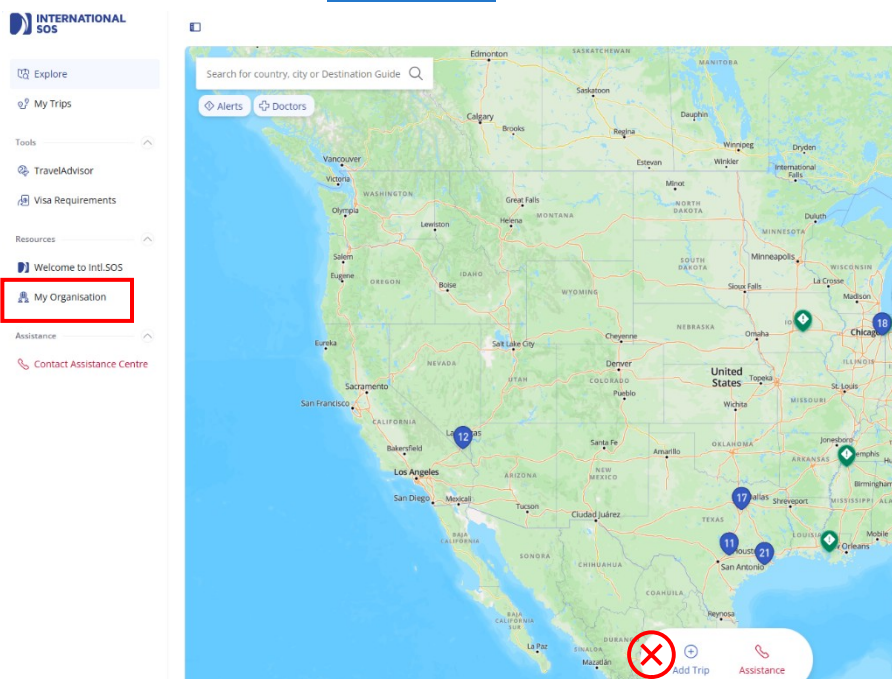
## Bookings made outside of FCM Travel Solutions

When arranging your travel directly with an airline or an alternative travel agent the following guide will help you to enter your details into MyTrips for International SOS assistance.

If you need to modify or postpone your travel plans, please follow the guide.

## STEP 1: Registering as a new user (if already a user, refer to page 3 - What if I'm an existing user?)

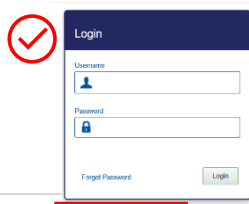
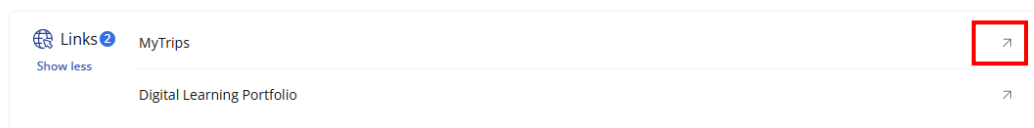
- Please log in to the [UQ ISOS Portal](#) via the [UQ Travel website](#) (direct link to MyTrips also available, see next page)



- Select MyTrips link to go to Login screen and select *New User? Register here.*

### My Organisation Resources

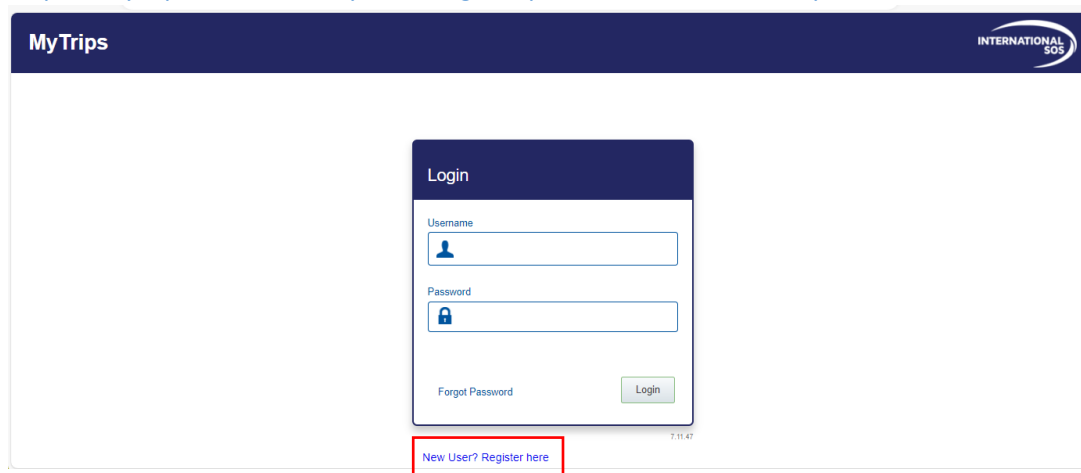
Provide quick access to important contacts and travel resources from the Organisation.



[New User? Register here](#)

OR via direct link to MyTrips Login screen via URL:

<https://mytrips.travelsecurity.com/Login.aspx?ci=8IP%2fudW%2bGpA%3d>



What if I have a login/technical difficulties?

If you need assistance please lodge an enquiry with the [ISOS Client Support website](#) (preferred browser is Google Chrome)

## STEP 2: Complete user registration

Enter all required information and submit. A verification email will be sent, you must activate your account within 24 hours.

Do I use my personal or UQ email?

UQ travellers must use their UQ email.



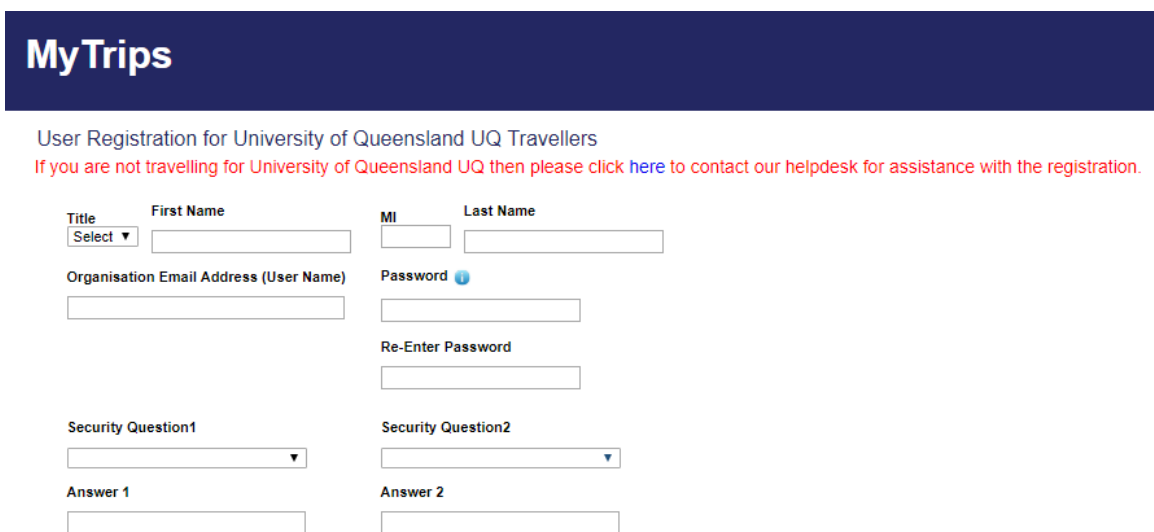
**Students PLEASE NOTE:** if using an email address which includes your student number, emails of the form [s123456@student.uq.edu.au](mailto:s123456@student.uq.edu.au) **must be used**. [s123456@uq.edu.au](mailto:s123456@uq.edu.au) **should not** be used.

The following student email formats can also be used:

[studentname@uqconnect.edu.au](mailto:studentname@uqconnect.edu.au)

[studentname@student.uq.edu.au](mailto:studentname@student.uq.edu.au)

(You can add additional preferred emails to your profile)



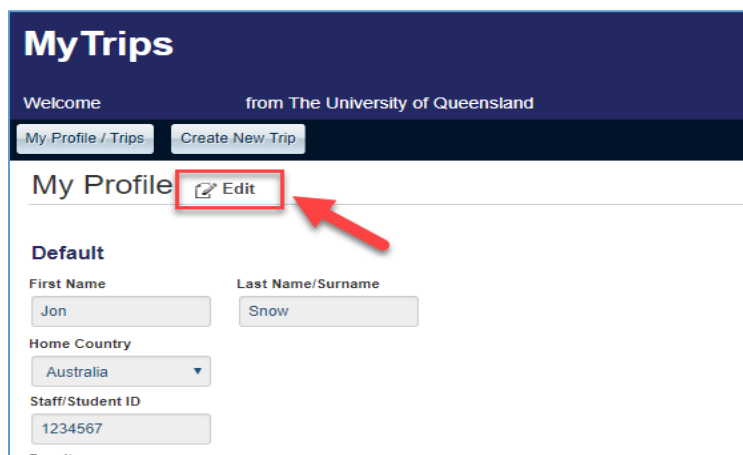
☐ I have read the [privacy policy](#)

### STEP 3: Create your profile

Once your account is activated you will need to login to MyTrips.  
Enter all relevant information and click **update** and save.

#### Can I edit/update my details in MyTrips?

You can view and edit your profile information when you log into MyTrips. Click the Edit option under My Profile/Trips.



**MyTrips**

Welcome from The University of Queensland

My Profile / Trips Create New Trip

**My Profile** [Edit](#)

**Default**

First Name Last Name/Surname

Jon Snow

Home Country

Australia

Staff/Student ID

1234567

#### What if I'm an existing user?

Login to your MyTrips account and proceed to **STEP 4**.

If you have forgotten your Password, please click 'Forgot Password' to reset.

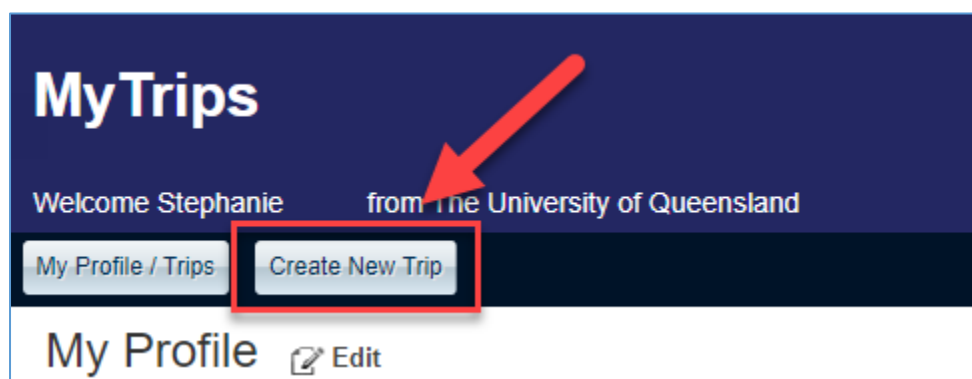
### STEP 4: Create a new trip

Itinerary / trip information is to be loaded into MyTrips by either of the following 2 methods:

- Forwarding your itinerary to [UQTravel@itinerary.internationalsos.com](mailto:UQTravel@itinerary.internationalsos.com) or
- Manually logging details into MyTrips as follows

Travellers should always ensure all details in MyTrips are up to date and correct.

In order to create a new trip in MyTrips, click on the 'Create New Trip' button.



**MyTrips**

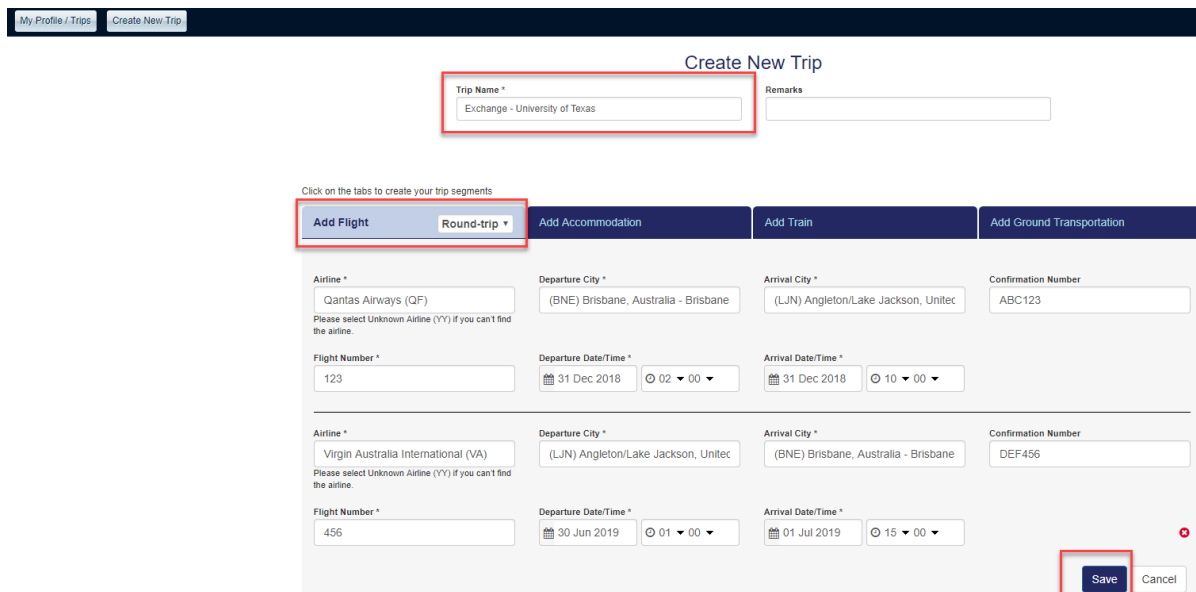
Welcome Stephanie from The University of Queensland

My Profile / Trips Create New Trip

**My Profile** [Edit](#)

It is important that you enter as much information as possible. This includes flight, accommodation, train and ground transportation information.

- Enter the Trip Name (e.g. Conference – University of Texas).
- Provide the itinerary details under each tab.
- To create additional segments, please click the ‘add another’ button under each section
- To delete segments, click the Delete link located next to the segment
- Always SAVE your information



#### What if I haven't booked a return flight?

If you don't have a return flight you must update MyTrips as soon as you've purchased a return flight(s) – it must be updated before departing your host country.

#### What if I have booked personal travel in conjunction with my UQ trip?

It is recommended to enter your full itinerary including any stop overs. International SOS alerts are beneficial the entire time you are travelling.

#### What if I have organised accommodation with friends and family?

You are required to enter all accommodation for the entirety of your program, including any temporary accommodation, e.g. hotels/hostels.

#### What if I have not booked accommodation for my entire stay?

If you have **not** organised accommodation for the entirety of your program, please enter the exchange partner/university campus address to ensure the system knows where you are located whilst on your program. You must update as soon as you have booked/organised.

#### What if I'm taking public transport or driving to my destination?


It is recommended to enter this information, click Add Train or Add Ground Transportation and fill in the relevant fields.

Tip: when entering the address for accommodation, you should click on 'Address' textbox. It will open a pop-up box where you can enter the address. Once you click the Find Address button, the system will search and provide you with a list of matching addresses. Select the closest address and click ok. The address will then be prepopulated into the address fields.

## STEP 5: Updating trip details

Once you click on the trip name or itinerary number from the Trip list, you will be taken to the trip detail page. From here you can easily make changes to the trip information. Please SAVE any changes.

### My Trips

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
Exchange - University of Texas	PTL1712201810043404	Active ▼	31 Dec 2018	01 Jul 2019	You	

[Create New Trip](#)